

Accrington Stanley FC 2017/18 Customer Charter



CUSTOMER SERVICE

Our customer service contact is:

Jessica Fish

OR

Robert Houseman,

Supporter Liaison Officer

Accrington Stanley FC, Wham

Stadium,

Livingstone Road,

Accrington, BB5 5BX

Tel: 01254 356950

Fax: 01254356951

Accrington Stanley FC is proud of its history as a Founder Member of the Football League. We, as a whole, endeavour to ensure that all fans, customers and associates at all levels of the club are treated without prejudice and with the upmost respect.

Our aims in the upcoming season are to continue to improve on the current club complaints process and to continue to provide a match day experience for fans to enjoy regardless of the result on the pitch.

While we will make all efforts to satisfy all fans needs throughout the season, in the event a fan feels we have not reached the standards required, they only need to contact the club and we will investigate and make the necessary improvements.

The club will acknowledge contact from a customer within 3 working days. However, in most cases, we will endeavour to send an initial response, acknowledging receipt within 48 hours. The club would normally respond by letter and this may take up to 21 days if further investigation is required. If the customer requests a response by either telephone or email he/she will receive one.

Meetings are available by prior appointment Mon-Fri 10am-4pm.

In the unlikely instance where a customer is not satisfied by the club's response, please Contact:

**The Independent Football Ombudsman, Suite 49,
57 George Street, Leeds, LS1 3AJ
Tel: 0800 588 4066
Email: Contact@theifo.co.uk**

COMPLAINTS

All complaints made must be put in writing to **Robert Houseman, Supporter Liaison Officer, Accrington Stanley FC, Wham Stadium, Livingstone Road, Accrington, BB5 5BX** or emailed to info@accringtonstanley.co.uk

These will all be responded to within a reasonable period and directed to the appropriate Head of Department for comment.

STAFF CONDUCT

Club employees aim to conduct themselves in a courteous, co-operative and responsive manner in all dealings with supporters and treat all persons equally.

SUPPORTER CONDUCT

The club encourages supporters to express their passion and support for their team at The Wham Stadium in a safe, secure and enjoyable environment. The Club is therefore committed to preventing people from behaving in a manner likely to jeopardise the safety of enjoyment of the others, or to bring discredit on the Club or the community of Accrington.

If the Club becomes aware of any person having been convicted of a football related offence (whether at the Club's ground or otherwise) or having been in serious breach of any of the Club's ground regulations, it will, in consultation with Lancashire Constabulary, or the relevant Police Authority in the case of an away game, make a decision as to whether that person should become subject to a Club ban.

If the Club considers that a supporter or person has been behaving in a manner likely to jeopardise the safety or enjoyment of others, or may bring discredit on the Club or the community of Accrington at home or away fixtures it will make a decision as to whether that person should become subject to a Club ban. In exceptional circumstances the club may also

Each case will be judged on its own merits and the length of any ban will depend on the severity of the offence and/or the breach of the Club's Ground Regulations. The individual will be invited to a meeting to receive the reasons for the ban and given the opportunity to set out any mitigating circumstances.

Any person made subject to a Club ban will have the right to appeal to a committee of arbitration comprising of the ASFC Board of Directors. The procedure for which appeal is available from the Club's Company Secretary. The person will also have the right to be accompanied and represented by another person of their choice.

Any season ticket holder who becomes subject to a Club ban may forfeit the right to a part refund on their season ticket for any remaining games in the season for which they have been banned.

CONSULTATION AND INFORMATION

The club publicises its position on major policy issues in a user-friendly manner, via the club's match day programme and the official club's internet site. The club has and continues, to develop ways to consult with shareholders, sponsors, season ticket holders and other interested parties. The club gives the earliest possible notice of any changes to its ticketing policy and the reasons for changes.

TICKETING

PRICING

The club continues to strive for wider access to matches by offering a broad range of ticket & season ticket prices. Contact the Ticket Office for more information.

ALLOCATION

At least 5% of tickets to each game will be made available to non-season ticket holders.

CONCESSIONS

Concessionary prices are available to junior supporters (Under 17s), Students and senior citizens (65 and above).

THE CLUB PROVIDES:

Support for disabled spectators and their carers.

LOYALTY CARD SCHEME

Accrington Stanley loyalty card scheme is £20 for the season and gives an automatic £5 discount on match day ticket purchases. The membership is open to all fans and offers reduced entry for Adults, Concessions, and U18s. In addition, the loyalty card will enable, from time to time, the purchaser opportunities on discounts on Club merchandise and other offers.

AWAY MATCHES (LEAGUE AND CUP)

The club's away supporters are allocated tickets for away matches as follows: Season ticket holders have initial priority for away tickets. Any remaining tickets are made available at the discretion of the club.

HOME CUP COMPETITIONS

Season ticket holders can claim their allocated seat during a priority sales period. After this specified period, any unsold 'reserved' seats will be made available to all other home supporters at the discretion of the club.

RETURNS AND REFUNDS

The club's policy on the return and distribution of unwanted tickets is as follows. Supporters can receive a refund or exchange on match tickets prior to kick off of that specific game, at the discretion of the club.

ABANDONED FIXTURES

If a game is abandoned or postponed prior to kick-off, anyone who has purchased a match ticket can receive a full refund or use the match ticket at the re-arranged fixture.

If a game is abandoned during the first half, anyone who has purchased a match ticket will be offered admission to the ground for 50% of the price they paid to attend the original game for the re-arranged date and will be given a voucher. No refund will be given if the game is abandoned after the 2nd half has commenced. Any refunds in connection with this policy are to be obtained from the original point of purchase.

ACCOMMODATING AWAY SUPPORTERS

The club abides by EFL regulations governing the allocation of tickets to visiting clubs. The club does not charge admission prices to visiting supporters higher than those charged to

our own supporters for comparable accommodation. In particular our concessionary rates offered to seniors and junior supporters apply to supporters of a visiting club.

REFUNDS AND RETURNS

A full refund will be given to any home supporter returning a complete match ticket as long as it is returned no later than 24 hours before the match kicks-off. The ticket must be returned to the Club and no applications by phone will be considered. Away supporters would need to go direct to their club.

LOST OR STOLEN SEASON TICKETS

Should a season ticket holder forget to bring their season ticket card for the game, a duplicate day ticket may be obtained at the discretion of the Box Office. Lost or stolen season tickets should be reported immediately to the main reception and a replacement will be issued at a charge of £10.00

SMOKING

The Wham Stadium operates a strictly smoke free policy within the stadium. Smoking – including cigarettes, pipes, cigars, herbal cigarettes, e-cigarettes and any other substance (whether containing tobacco or not) – is prohibited in line with EFL regulations.

STADIUM FOOD AND DRINK CONCESSIONS

Any customer who is not completely satisfied with any item purchased from any of the Club's concessions within the stadium, and has a reasonable reason for complaint will receive either a replacement item to the same value or a full refund, which will be at the customer's choice.

MERCHANDISE

The club will provide information on replica strips stating its launch date.

The club carries out its obligations under EFL regulations to prevent price fixing in relation to the sale of a replica strip.

RETURNS POLICY

Supporters not entirely happy with purchases from Accrington Stanley FC, please return it in its original and unused/unworn condition, along with any wrapping and proof of purchase within 28 days.

We will exchange the item, or offer a full refund in line with your receipt.

We regret we are unable to exchange/refund the following, unless the good are faulty: *Personalised goods e.g. printed shirts, mugs etc.* Accrington Stanley Football club are also unable to offer any exchange/refund on printed shirts should the player leave the club or his squad number changes during his career at Accrington Stanley Football Club.

The policy does not affect your statutory rights.

Stanley Store: 01254 356950

DATA PROTECTION

Accrington Stanley Football Club undertakes and adheres to a strict data protection policy to ensure the confidentiality of all details of supporters and customers of the club.

All Accrington Stanley supporter data is held on site within the clubs secure server. Supporters purchasing tickets, hospitality, functions or merchandise are made aware any details they voluntarily offer may be used by the club only, for future marketing.

All fans at the point of transaction/interaction are given the chance to opt out of any future marketing from the club. Accrington Stanley Football Club does not share or sell its data to any source and will only ever advertise third party messages to those supporters/customers who have actively opted-in to receive such messages.

Supporters are able to request full details of their personal data stored by Accrington Stanley FC.

ARREST AND ACCEPTABLE BEHAVIOUR POLICY

Any person who is arrested for a football related offence whether home or away and convicted of that offence at court will receive a banning order from the Wham Stadium at the discretion of the Club's board of directors. The ban may be reviewed on request after a period of five years has elapsed. Persons breaching ground regulations may be requested to sign an 'Acceptable behaviour contract' before being allowed to watch matches at the Wham Stadium.

STADIUM INFORMATION AND SAFETY REGULATIONS

At The Wham Stadium our priority is to provide an enjoyable match day experience regardless of the result.

SAFEGUARDING CHILDREN ADVOCACY STATEMENT

Accrington Stanley Football Club believes that children must be protected at all times. We fully support and comply with the Football Association with regard to the safeguarding of children and vulnerable adults. We believe every child should be valued, safe and happy. We want to make sure that children at Accrington Stanley know this and are empowered to tell us if they are suffering harm. We want all who work with us to have confidence and recognise that we are a safe organisation. We will achieve this by having an effective safeguarding children procedure and follow the Football Club Child Protection Policy.

EQUAL OPPORTUNITIES POLICY

Accrington Stanley Football Club is an equal opportunities employer committed to confront and eliminate discrimination. The club is committed to equality of opportunity when its organization and encourages a similar commitment from organisations with which we have contact, either through our business or socially.

Equality of opportunity means that in none of the activities will the club discriminate against or in any way treat less favourably, any person on grounds of race, religion or belief, sex or sexual orientation, marital and civil partnership, disability or gender reassignment, pregnancy and maternity or age.

This policy will be applicable to:

The advertisement of jobs, the selection of candidates for employment or promotion, job location or working environment, pay and employment terms and conditions, internal training and development activities, internal and external coaching and education activities and awards and football development activities. The club will not tolerate sexual or racially based harassment, or other discriminatory behaviour, whether physical or verbal.

The Managing Director will ensure that such behaviour is met with appropriate disciplinary action whenever it occurs.

The club supports the bodies of the Football Association on their commitment to develop a programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination within football.

AT THE WHAM STADIUM

At Accrington Stanley we employ in excess of 40 stewards on a match day and one of their primary roles is to monitor supporters' language. Any so-called supporter who persists in using racist language, which constitutes a criminal offence, faces being ejected and banned from the stadium. Every match day programme carries a warning about foul language and racist chanting and, if the situation dictates, we will make extra announcements over our public address system as well as including extra reminders and warning in our club publications.

DISABLED SUPPORTERS

Disabled fans, both wheelchair and ambulant, are admitted at the normal ticket price. Where assistance is required in the form of a PA (Personal Assistant), the PA is will be offered a free of charge carer's ticket. Proof of disability is required in order to qualify. To qualify a supporter must receive medium or higher level of DLA (Disability Living Allowance), and must produce evidence of this, together with photographic ID at the ticket office, or when requested to do so. A total of 20 wheelchair bays are available for spectators in the main stand. On match days these will be equally split between home and away fans that require a wheelchair bay. As the wheelchair accommodation is located in the main stand which is for home supporters, all supporters home and away must contact the club to book their space in advance.

PARKING

Limited parking is available for supporters at a charge of £5.00 per match. There are seven disabled parking spaces available. To secure a parking place please contact the club up to 24 hours before the match. To book a space please call 01254 356950.

CHARITABLE REQUESTS

The club receive a large number of charity requests. We do not give away free of charge signed footballs or shirts however if a charity wishes to purchase an item we will have it signed by the first team players. Requests should be sent via email to info@accringtonstanley.co.uk or by post to the club at the address at the top of the first page.

COMMUNITY

The Accrington Stanley Community Trust run sessions on week days and during school holidays for more info see www.stanleytrust.co.uk. The club is committed to developing all possible links with the local community. Promotions and initiatives to encourage supporters from all walks of life will be offered on a non-discriminatory basis.

SUPPORTER ENGAGEMENT

Accrington Stanley will comply with EFL regulation 111 in the following manner:

- 1) The Club will hold at least two meeting/fans forum in conjunction with the OSC per season to which the supporters (or representatives) are to be invited to discuss significant issues relating to the Club. The dates and times of these meeting will be advertised on the Club's official website and in the match day programme.
- 2) The club will be represented by the Club's majority shareholder, a board director or Similar senior executives.
- 3) Individuals cannot be excluded by the Club without good reasons (the Club reasonably)